



REQUEST FOR PROPOSALS

Evaluation of Legal Services Vermont's Current LSC TIG Project: VTCourtForms and Pro Se E-Filing

RFP issue date: July 23, 2026

**Submission deadline:
Monday, August 10, 2026, at 5 p.m. Eastern**

1. TIG Project Background

Legal Services Vermont (LSV) seeks a qualified, independent external evaluator to conduct an evaluation of its current Legal Services Corporation (LSC)-funded Technology Initiative Grant (TIG) project, which is a two-year project that culminates at the end of 2027.

This current TIG project builds on LSV's 2022 TIG project to use Suffolk LIT Lab's Document Assembly Line to create online guided interviews to allow Vermonters to easily fill out frequently used court forms and legal filings. Six court form packages were created and have been in use. By the end of 2027, six more packages will be created.

Additionally, Legal Services Vermont's has partnered with the Legal Innovation & Technology Lab (LIT Lab) at Suffolk University Law School and the Suffolk LIT Lab will create an easy-to-use e-filing interface for pro se litigants. Called LITEfile, this interface will allow users to seamlessly e-file documents after completing a guided interview. LITEfile will also be offered as a stand-alone EFSP so pro se litigants can use it to e-file even if they do not use one of our guided interviews.

Suffolk LIT Lab will also strengthen its centralized hosting of Docassemble-based Document Assembly Line tools and to make these tools, hosting services and e-filing tools available to other jurisdictions around the country.

2. Evaluation Project Overview

LSC expects TIG grantees to conduct structured evaluations that assess project effectiveness, measure outcomes aligned with grant objectives, and document lessons learned to support replication across the legal services community. The evaluation produced under this RFP will include a final evaluation report and draft guidance for other organizations that wish to use the tools.

We seek a contractor who can provide the best value in terms of price, quality, performance and relevant experience. The evaluation component of the Technology Initiative Grant (TIG) awarded to Legal Services Vermont provides a budget of up to \$10,000 for this portion of the overall project.

3. About LSV

Legal Services Vermont is a nonprofit legal services law firm serving all of Vermont. We were founded in 1995. We offer a wide range of civil (not criminal) legal services — from quick legal advice to full-scope representation — and community legal education for low-income Vermonters.

LSV is an LSC-funded organization and an active participant in national access-to-justice technology initiatives, including prior TIG-funded innovation projects.

4. Purpose of the Evaluation

The purpose of this evaluation is to provide an independent, utilization-focused assessment of whether the project:

- is achieving its stated TIG objectives and measurable outcomes
- is allowing pro se litigants to more easily fill out court forms
- is allowing pro se litigants to more easily e-file documents with the court
- is creating high-quality filings with a high acceptance rate by the Vermont Judiciary
- offers a reliable technology solution to legal aid organizations and courts.

Evaluation findings will be used to support LSC TIG reporting requirements, including the final grant evaluation report, and to help other organizations or courts that may wish to make use of these tools across the country.

5. Scope of Work

LSV intends this evaluation to be a practical assessment with work to be done between summer 2026 and November 2027. This is not intended to be a large-scale or academic research study. The evaluator should rely primarily on existing project data, supplemented by targeted qualitative input.

Evaluation activities will include:

- Reviewing project documentation, including the TIG application, objectives, milestones, and internal data
- Reviewing our draft evaluation plan and fine tuning it
- Analyzing quantitative data around tool usage
- Collecting targeted qualitative data through surveys or interviews
- Assessing challenges, barriers and lessons learned
- Identifying factors supporting or limiting replication by other jurisdictions
- Assessing ease of maintenance
- Deliverables will include:
 - A finetuned Evaluation Plan
 - Preliminary Findings Memo
 - Draft Guidance for Replication – a document for other organizations that wish to adopt these tools
 - Final Evaluation Report suitable for LSC submission, including findings tied directly to TIG objectives and the final Guidance for Replication document

6. Data Access and Confidentiality

LSV will provide the evaluator with access to relevant project data, including internal reports, performance metrics, and user testing results. Limited, non-identifying client-related data may be provided where necessary.

The evaluator must maintain strict confidentiality, use data solely for evaluation purposes, comply with all data privacy requirements, and execute any required confidentiality or data use agreements.

7. Use of AI

Vendors must disclose their anticipated use of AI in providing services to LSV, and share the policies which govern their use of AI (including, for example, safeguards in place to protect customer data, prevent or address hallucinations, and whether customer data or data collected will be used to “train” AI systems in use).

Any use of AI in processing data under this contract must be disclosed, and any deliverables assisted by AI must be reviewed by a human being before finalization.

8. Contract Term and Budget

- Contract term: August 2026 - December 2027
- Planning period: August - September 2026
- Evaluation period(s): To be determined
- Draft report due: November 1, 2027
- Final report due: December 1, 2027
- Maximum budget: \$10,000 (inclusive of all fees and expenses)
- Evaluator must be independent and unaffiliated with LSV and its vendors.

9. Proposal Submission Requirements

- Cover letter
- Vendor contact’s name, phone number and email address
- Proposed evaluation approach and work plan
- Demonstrated understanding of LSC TIG evaluation expectations
- Relevant experience and qualifications
- Examples of prior evaluation work (if available)
- Detailed budget (not to exceed \$10,000)
- At least two references for similar projects
- Proposals can be sent by mail or email. Email is preferred.

10. Proposal Evaluation Criteria

- Responsiveness to scope of work
- Quality and feasibility of approach
- Relevant experience
- Ability to meet timeline
- Cost-effectiveness
- Demonstrated commitment to exceptional customer service
- Experience working with legal aid organizations on evaluation projects
- Price that is commensurate with the value offered by the firm/individual

- Ability to work within a budget
- Responses are presented in a clear and organized manner
- Candidate has successfully completed similar projects
- Candidate has the qualifications necessary to undertake this project.

11. Proposal Deadlines and Submission

- Deadline to submit proposals: Monday, August 10, 2026, at 5 p.m. Eastern time
- LSV will respond to questions by answering them on this website:
<https://www.legalservicesvt.org/rfp-lsv-2026>
- Contract awarded: before September 1, 2026
- Please submit your proposal in PDF format as an email attachment to Kris Surette at Legal Services Vermont, ksurette [at] legalservicesvt.org.

12. Equal Opportunity Statement

LSV is an equal opportunity organization and encourages proposals from qualified individuals and firms regardless of race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, or veteran status.

13. Reservation of Rights

By submitting a proposal, the respondent understands and agrees to the reservation of rights by Legal Services Vermont (LSV).

LSV reserves the right to amend or cancel this RFP at any time.

LSV reserves the right to reject any and all proposals received, and change the dates listed above, as it deems necessary.

All costs incurred in responding to this RFP are solely the responsibility of the vendor.

14. Contact

Please direct all communications to:

Kris Surette, Web Manager
Legal Services Vermont
274 North Winooski Avenue
Burlington, Vermont 05401

ksurette [at] legalservicesvt.org

Vendors may contact Kris via email with any questions concerning this RFP. All questions must be in writing. Vendor questions and responses will be made available to all potential bidders via the [LSV website](https://www.legalservicesvt.org).

Thank you!